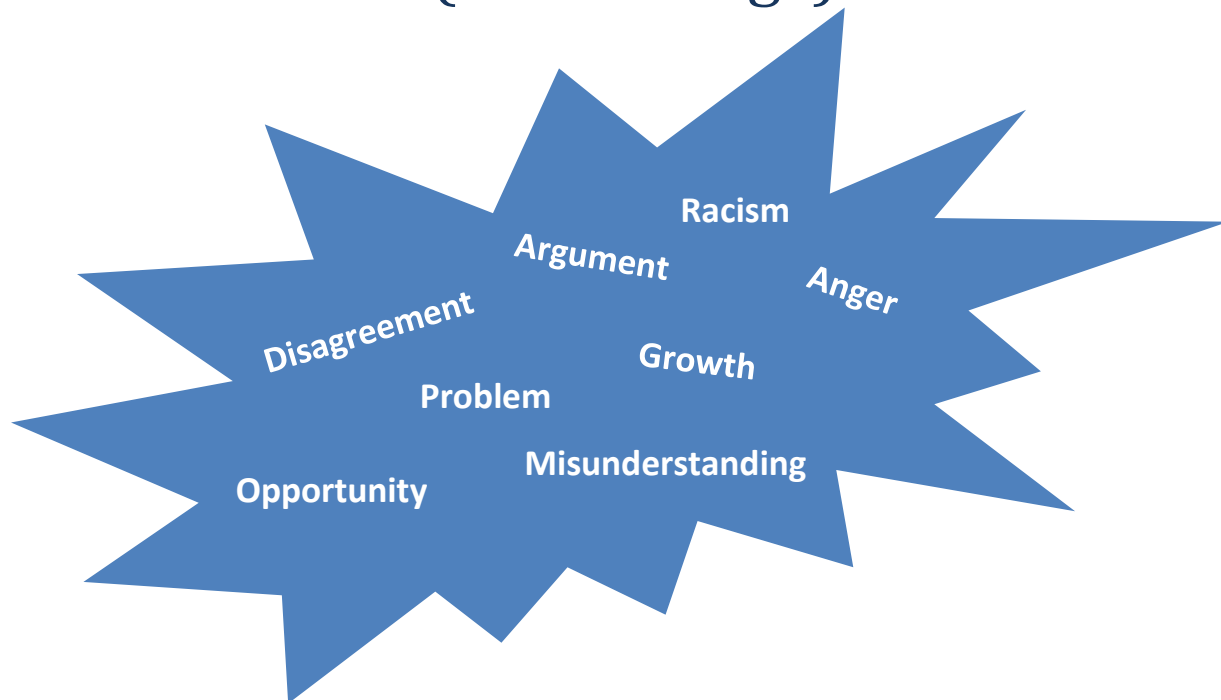


First thoughts to the word CONFLICT (our feelings)



Effective Conflict Resolution Strategies

Detachment
Honesty
Not taking it personal
Understanding
Humor
Compromise
Attitude
Non-judgmental
Love

Listening
Patience
Creativity
Let it go
Awareness
Tone of voice
Asking good questions
At least one party truly wanting resolution

How do our feelings influence our behavior?

We become defensive
We strive for understanding
We don't listen
Stress
Our ego gets in the way

We get angry
We become close minded
Fear
Shame
We feel judged

What should we do about the feelings so we may access our thinking?

Think before you say it
Practice self-awareness
Know when to ask for help
Realize people may not think the way you do
Try something different

Realize what you contribute
Be willing to be humble – practice humility
Let it go if not very important
Slow down communication
Visualize the consequences

Role Play

Participants offered conflict scenarios. Two were chosen to role play. Participants then worked with a partner and everyone practiced responding effectively to an offensive comment.

Background

Norberto Dominquez, CADCA Neighborhood Manager for Jordan Heights, in response to a conflict involving two Jordan Height residents, invited Detective Pedro Cruz, Milly Canales, Jordan Heights Community Liaison, and Phyllis Alexander to discuss a long-term solution to effective one-on-one neighborhood conflict resolution strategies. How can we teach residents effective ways to resolve everyday conflicts? The long-term solution might be a Conflict Resolution Institute staffed by residents trained in the art of resolving conflict. Said residents would be available to provide assistance as needed. In the meantime, resident conflicts can be referred to Detective Cruz and Phyllis Alexander. The Conflict Resolution 101 session was a short-term baby-step solution. It is hoped this baby-step will help seed a long-term solution.